



澳門大學
UNIVERSIDADE DE MACAU

Message from the Postgraduate House Student Housing

Dear Guests,

Greetings from the University of Macau! When you are staying in the Postgraduate House (PGH), some points we need to draw your attention:

A. Things to be prepared before check-in:

1. Rooms in PGH are fully furnished, internet-connected, air-conditioned and with bathrooms. Please bring along your personal necessities such as soap, shampoo, towels, tooth brush and medicines.
2. The voltage in Macau is 220 volts and the type of socket in PGH contains three holes in rectangular shape, forming an isosceles triangle. Therefore it is suggested to bring your own electrical adapters.
3. If you would like to access internet or get WI-FI access in your residential floor, please approach to the Management Company Office at PGH – S3, G/F, Room G003 for borrowing the internet cable and the user manual or getting the WI-FI password.
4. There is no telephone provided in the room. Please prepare your mobile phone for contact, if necessary. Major Macau mobile networks are installed in the new campus. If you are using a SIM card which is from a local mobile service provider, please be reminded to choose "manual" when selecting the mobile network mode so as to avoid roaming.

B. Upon arrival:

1. Present your UM student ID / identity card / passport to the Management Company staff at PGH – S3, G/F, Room G003.
2. Complete the “Check-in Form”.
3. Payment should be settled in MOP by:
 - a) Cash payment;
 - b) Paid by Host Faculty.Please note that the payment is non-refundable.
4. Management Company staff accompanies you to the assigned room and provides the Room Key Card, Temporary Resident Card and Facility Access Card to you.
5. Complete the “Equipment Checklist”.**

Please return the “Equipment Checklist” to the Management Company Office at **PGH – S3, G/F, Room G003 by the end of your check-in day. If there is no receipt, it is considered that your room equipment is in good condition and you should bear the responsibility of any damage to the equipment.

C. During your stay in PGH:

1. PGH offers facilities such as laundry, study rooms, television rooms, computer room, badminton court, table tennis court, fitness room, etc.
2. For the sake of security, please present your Room Key Card and Temporary Resident Card when entering PGH. Moreover, please close the door and windows when leaving your room.
3. If residents make requests to the Management Company Office for opening the door due to personal reasons, handling fee of MOP10 will be charged
4. Contact no. of the Management Company Office is 8822 2518 / 6353 1156.

D. Before departure:



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1. Make an appointment with the Management Company Office for proceeding the check-out procedure (at least 1 day in advance).
2. Place the bedding and remote control of air-conditioner which are provided by the University back to the proper position. Move out all your belongings or they will be disposed by the University. If the room is not at a sufficient tidy level, charges will be levied as stated in the below table:

Garbage Removal Fee	MOP370 per pax
Cleaning Fee	MOP420 per room

Remarks: The above fees are non-refundable.

3. Remember to return the room key card, temporary resident card and facility access card to the Management Company Office before departure. Otherwise, charges will be levied as stated in the below table:

Room key card	MOP20
Temporary resident card	MOP20
Facility access card	MOP50

Remarks: The above charges are non-refundable.

4. The latest check out time is 14:00. Any check out after 14:00 will be considered as 1 night.

Thank you for your attention and your co-operation is highly appreciated.

PGH Student Housing

Student Resources and Services Section